quickbeds.com
great hotels at great rates.
A division of the Flight Centre Group.

Valued Supplier,

Congratulations and welcome to quickbeds.com. By listing your property with us you have taken the first step in building a business partnership with Flight Centre Limited, Australia's largest provider of travel. Your last minute inventory will be listed on quickbeds.com, Flight Centre Hotels and various affiliate programs including Travelzoo, Wego, Our Brisbane & DGM Affiliate Network.

Your rooms are then distributed to over 1000 Flight Centre Limited Retail Stores and over 150 Corporate Travel Teams. Retail stores include Flight Centre, Student Flights, and Escape Travel with corporate agents working through Stage and Screen, Campus Travel and FCm Travel Solutions. Distribution is also included on our consumer websites flightcentre.com.au, quickbeds.com, studentflights.com.au, escapetravel.com.au as well as having our dedicated "Quickbeds Global Support Team" to assist our customers direct with enquiries about your property.

Not only do you have untapped opportunities working with Flight Centre Ltd, but you have a fantastic yield management tool at your disposal. You can control your rates, availability and how your property is represented on our site. We encourage you to make the most of this opportunity.

Thank you again for choosing to expand your distribution channels through quickbeds.com & Flight Centre Hotels. As your online distributor of accommodation and we look forward to developing a mutually beneficial partnership.

Product Development Team
Email hotelsupport@quickbeds.com

# Last Minute – User Manual

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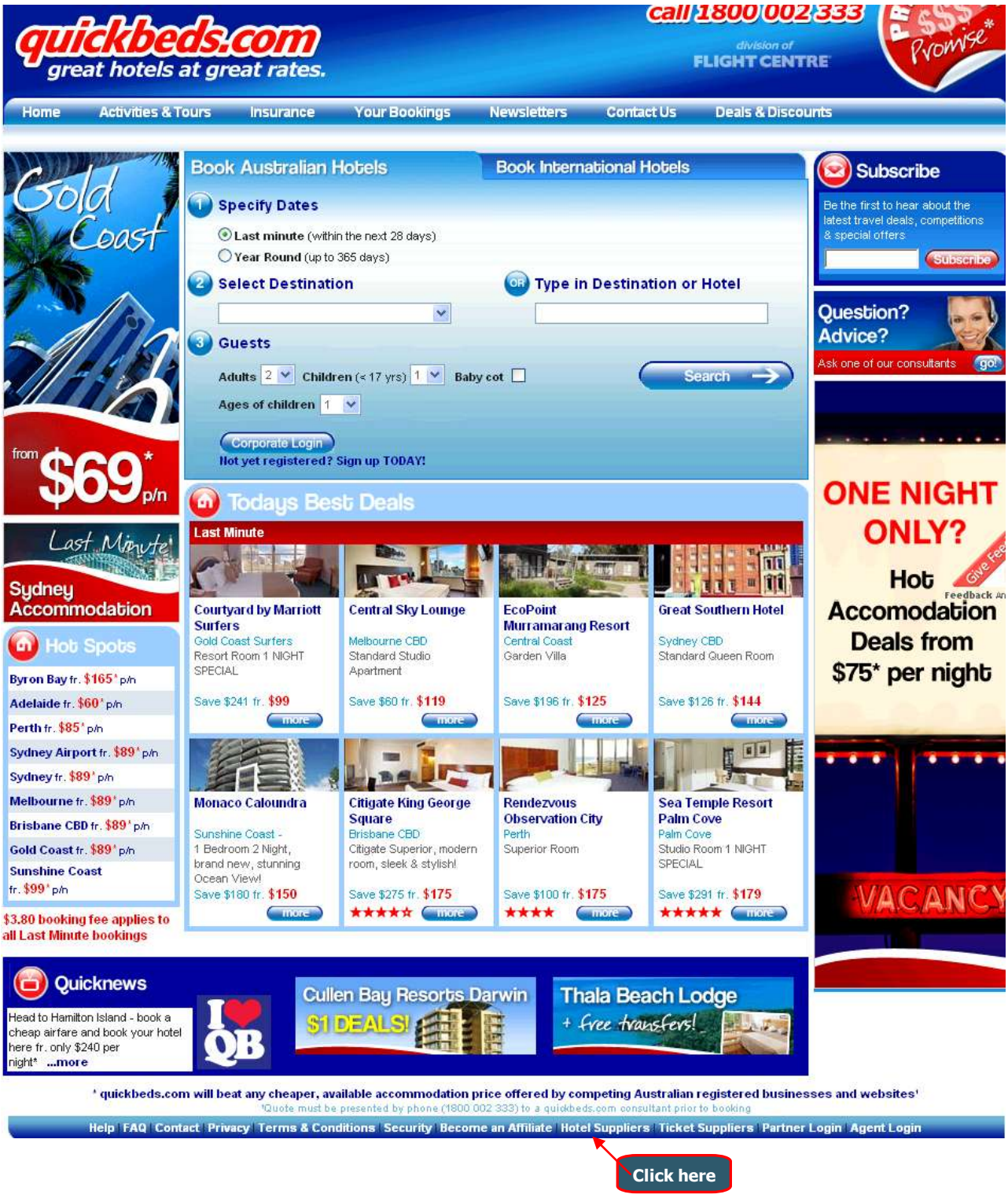
# Login

Go to quickbeds.com and click on the 'Hotel Supplier' link located at the bottom of the page.



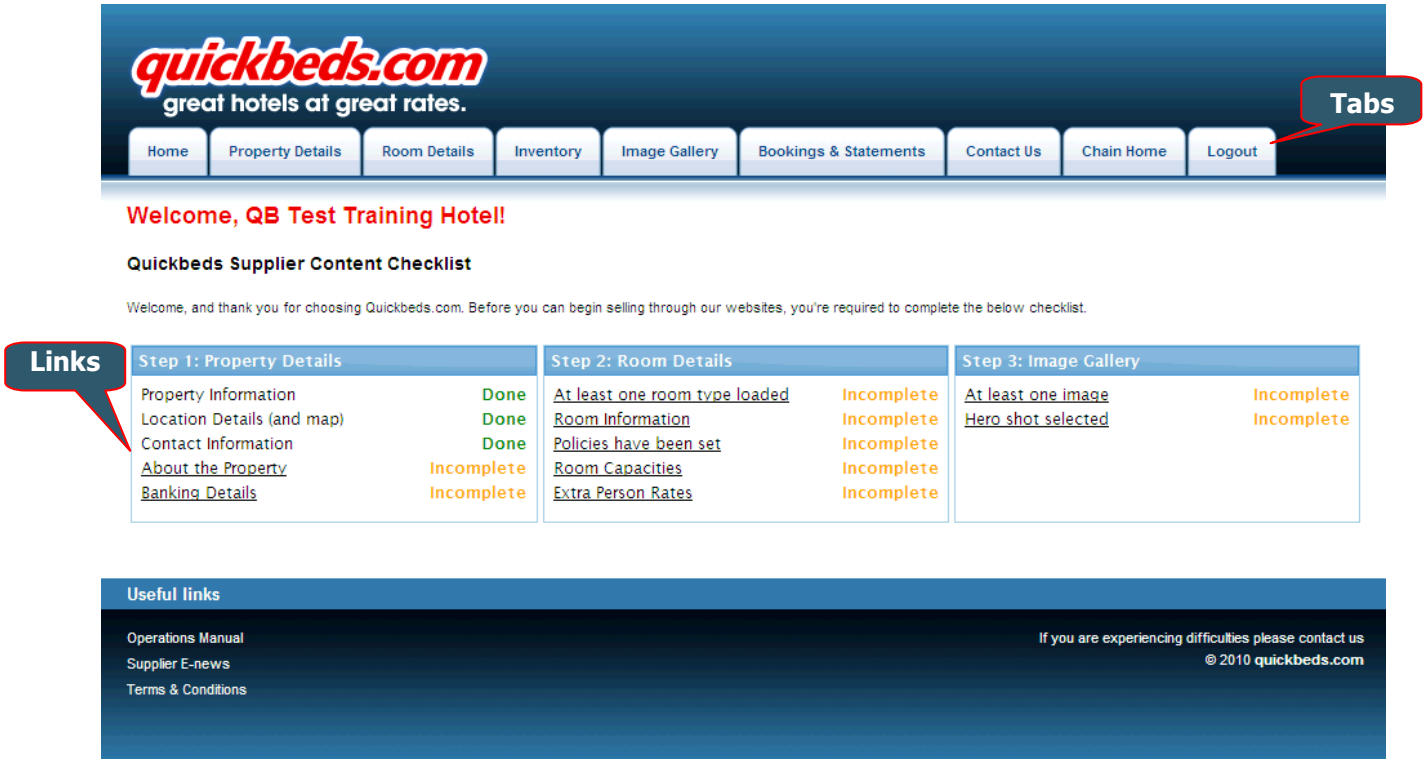
Login using the username and password that was provided in registration confirmation email.

**Tip**
If you have lost your username or password then simply click on the 'Forgot your password?' button and follow the on-screen instructions to have them emailed to you.

## Home

Once you have logged in, the first page provides you with a Content Checklist. The following shows what you will need to complete once you login for the first time. You can work your way through each topic shown as **Incomplete**. Once each area is completed the topic will then be marked as **Done**. On registration you will have completed the Property Information, Location Details and Map and Contact links.

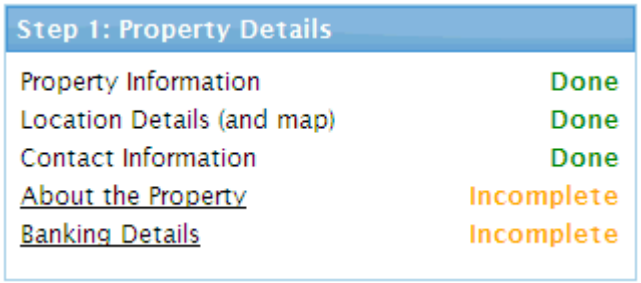
You are able to access the areas for completion by either clicking on the tabs across the top of the page or selecting the links.



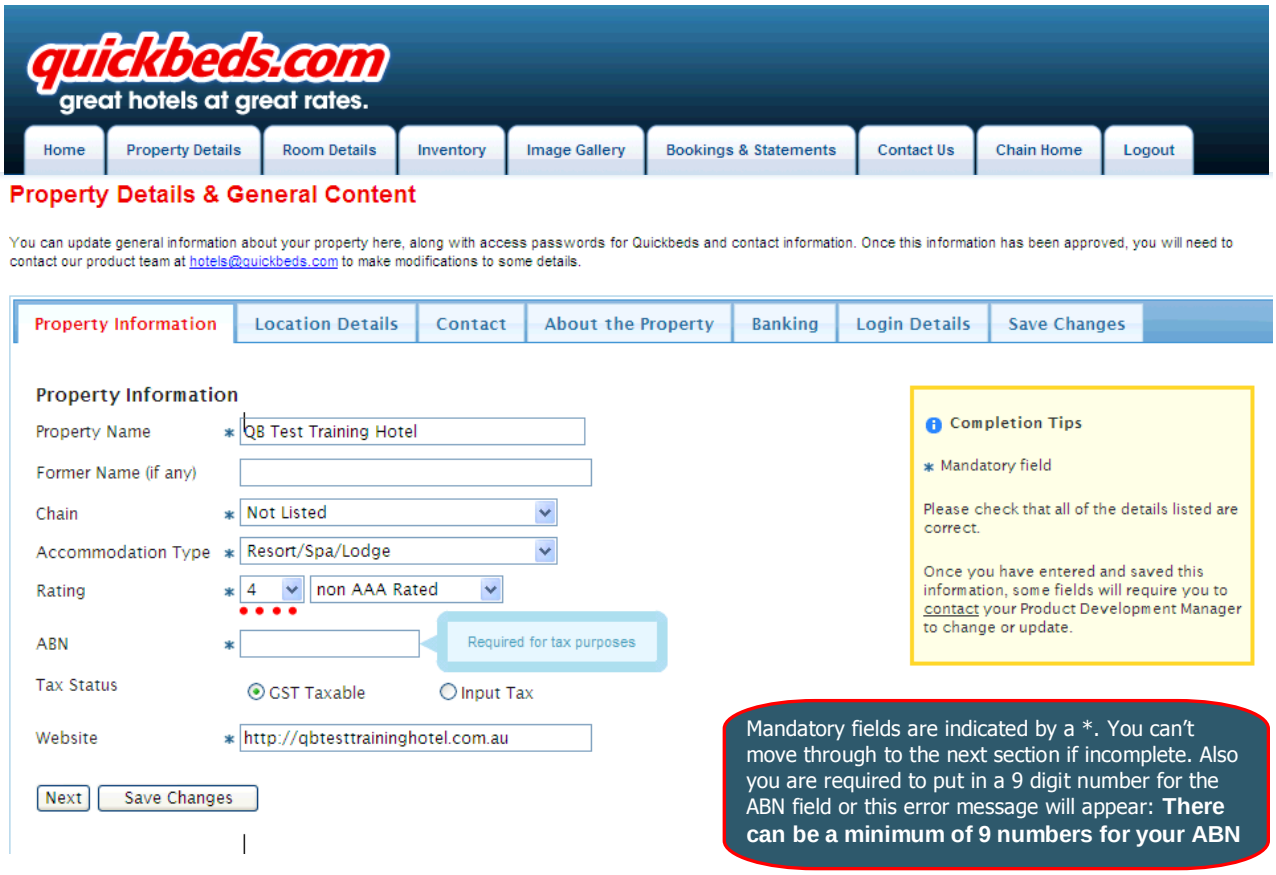
# Step 1 – Property Details

Using links:

To finalise your listing click on the Links marked **Incomplete.** To check details are correct or update any information in the sections marked **Done** click on the section name e.g. Property Information.

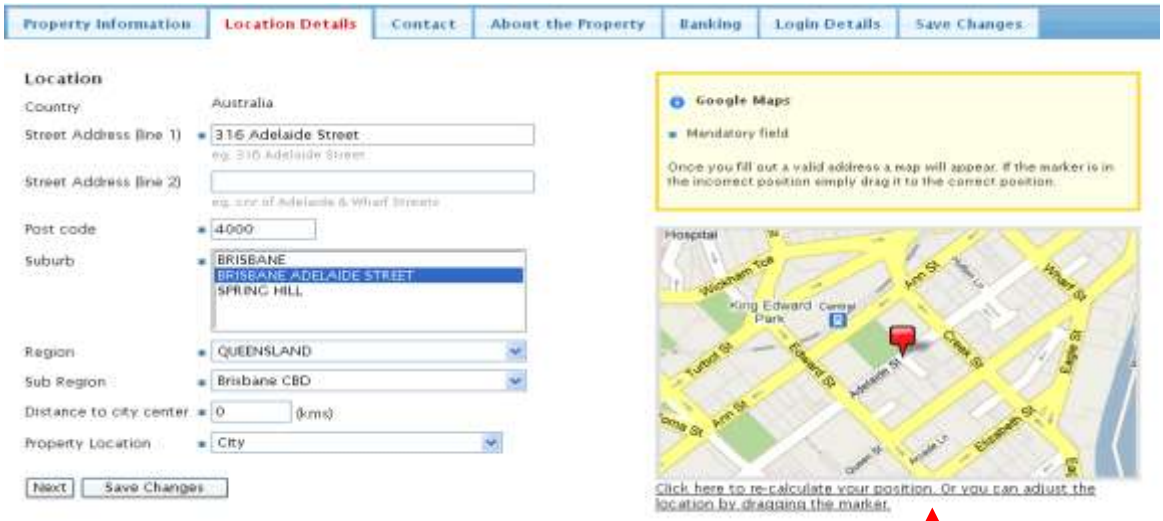



**Property Information:**




You would have completed this section when registering your property with quickbeds.com. If your property is part of a Chain you can select the Chain from the drop down box. Accommodation Type is also available from a drop down box as are the star rating and the choice of either AAA Rated or non AAA Rated. Please ensure this information is accurate as this can influence your potential guests when booking.

## Location Details (and Map):



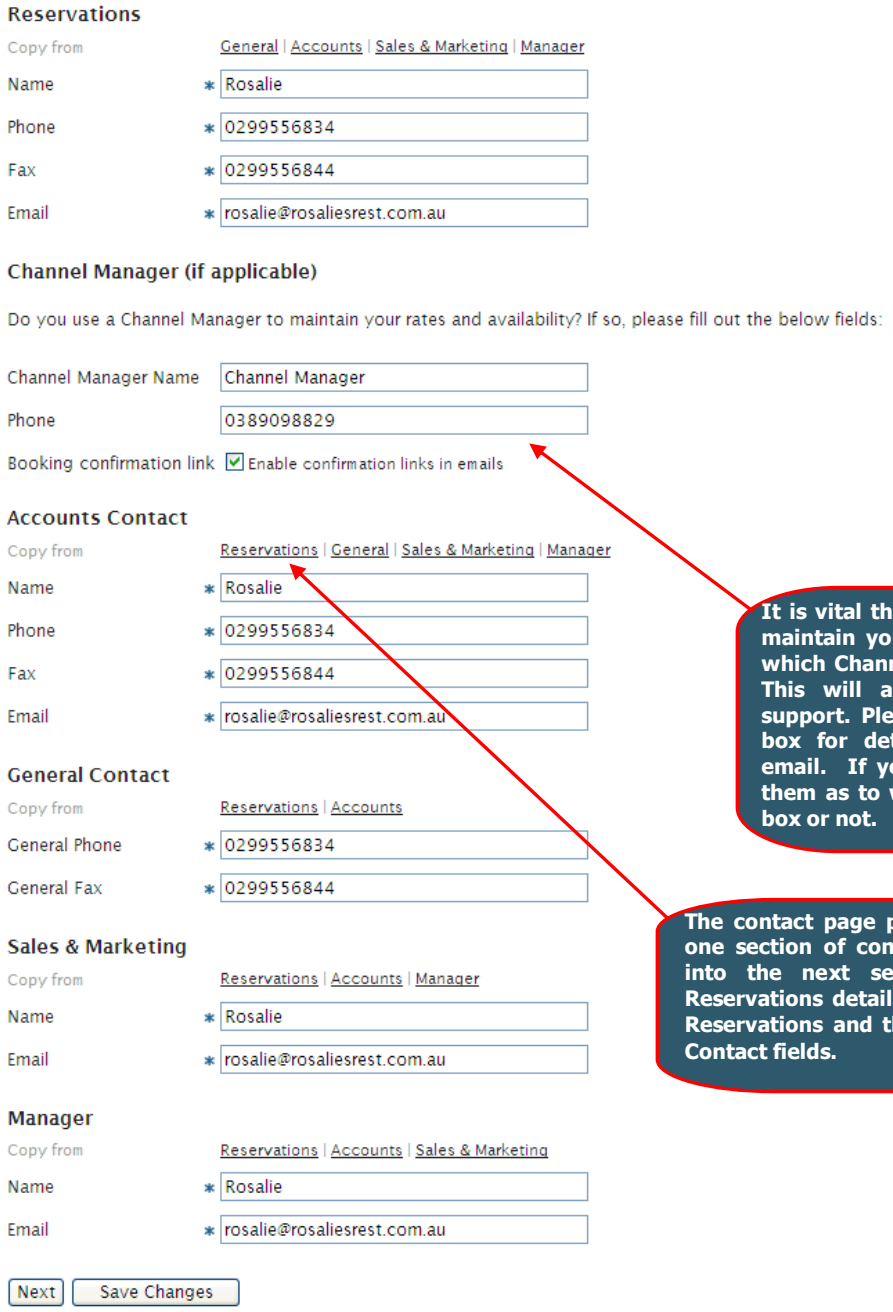

Once satisfied with Marker location click: Next

**Google maps now power our online maps. If your property appears incorrectly, simply click on the red marker and drag it to the correct position.**

**Tip**
Google Maps no longer supports IE6 (Internet Explorer Version 6) For the map to work correctly you will need to download IE7 or above. Click the word 'Tip' and follow the links for the free download.

## Contact Information:

Please ensure all information loaded is up to date at all times. Out of date information may cause you to miss out on guest alerts, remittance advices and marketing opportunities.




**Very Important**

* Mandatory field

Please ensure all the details are correct and up to date at all times.

The Reservations email address is where all bookings will be sent.

**Please note** that if you turn off "enable booking confirmation link" and do not use a channel manager, Quickbeds will automatically re-send your confirmation emails until you confirm you have received the booking. You should only turn this off if your channel manager requires this option.

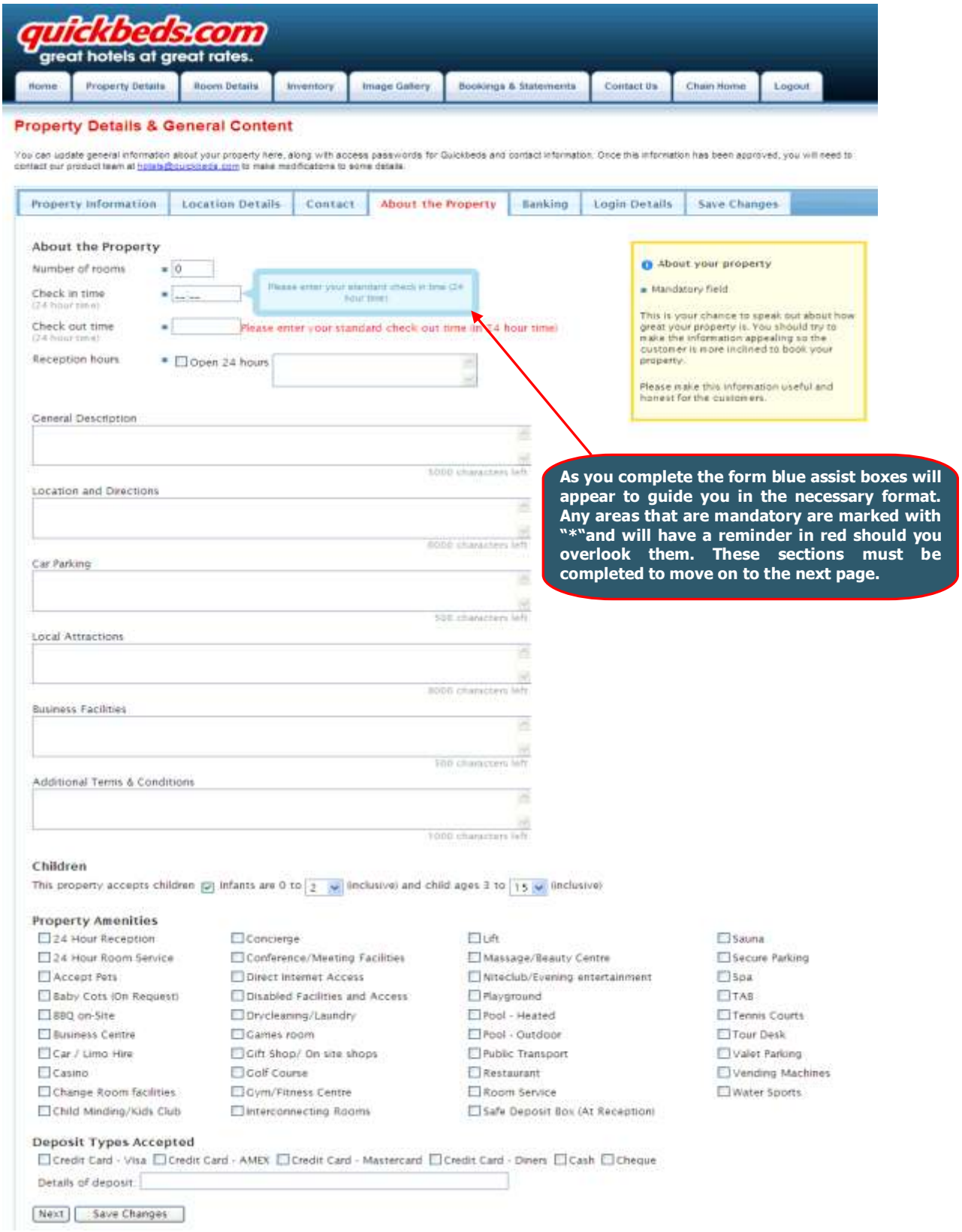
The Accounts email address is where payment advices will be sent.

The Sales & Marketing email address is where our supplier e-news will be sent, so you can be kept up to date with all marketing initiatives.

**It is vital that if you employ a Channel Manager to maintain your rates and allocations you advise us which Channel Manager and how to contact them. This will assist us to provide better technical support. Please ensure you read the above yellow box for details regarding the Confirmation link email. If you use a Channel Manager check with them as to whether they require you to check this box or not.**

**The contact page provides shortcuts where you can fill in one section of contact details then simply click and copy into the next section. For example after completing Reservations details, at Accounts Contact field simply click Reservations and the details will replicate in the Accounts Contact fields.**

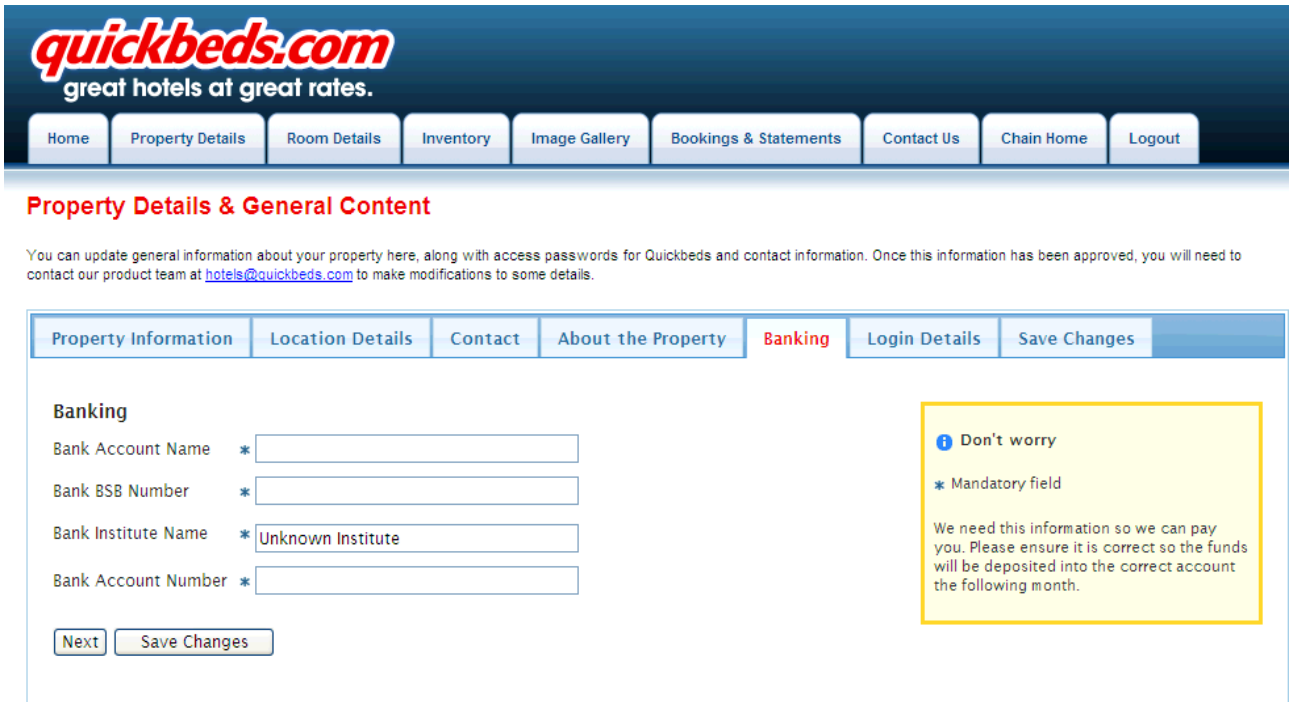
## About The Property




Once satisfied with details you have entered click: Next

## Banking Details:

Enter your banking details as per the format shown in the page below. Blue pop up assist boxes will again appear to help you with completion. Once the details have been entered the area will appeared grayed out and you will be unable to type over previously saved information. You will be required to contact your Product Development Team in writing to make modifications to this area.

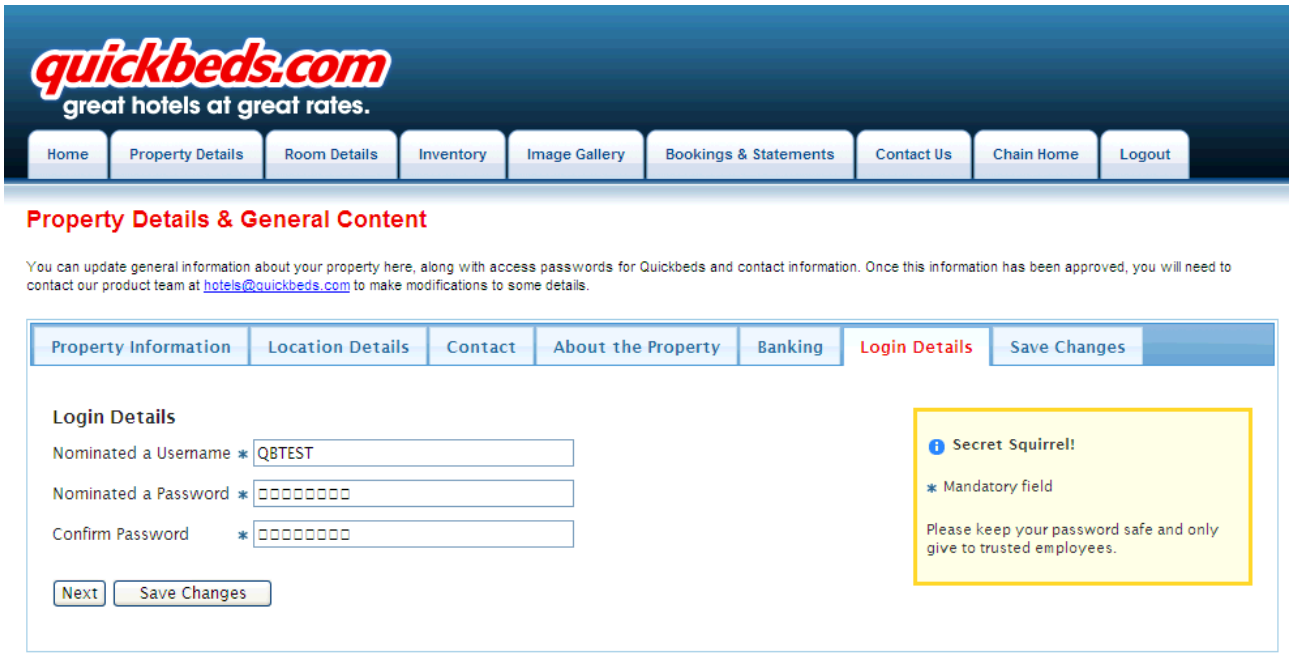



Once satisfied details entered are correct click: Next

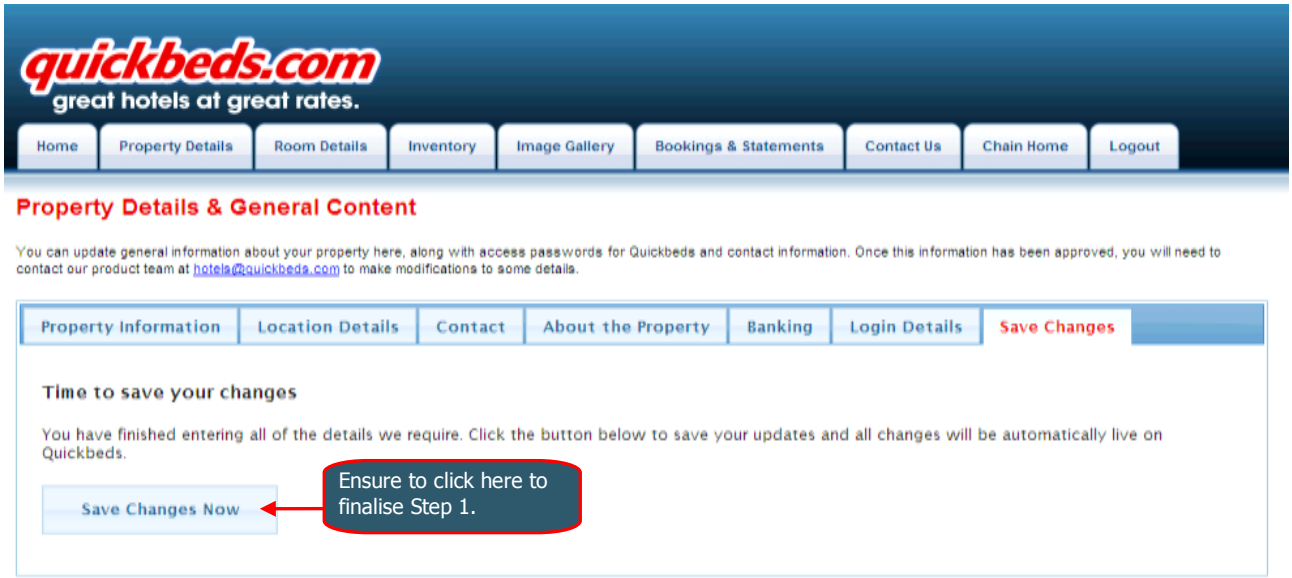
**Tip**
To contact your Product Development Team to modify any of the bank details, please email: hotelsupport@quickbeds.com advising in writing of the changes required. Upon updating an email will be sent confirming changes to you.

## Login Details:

When you first login after registering you will be required to use the Username and Password supplied to you in the registration confirmation email. You now have the opportunity to change these to your preferred choices.



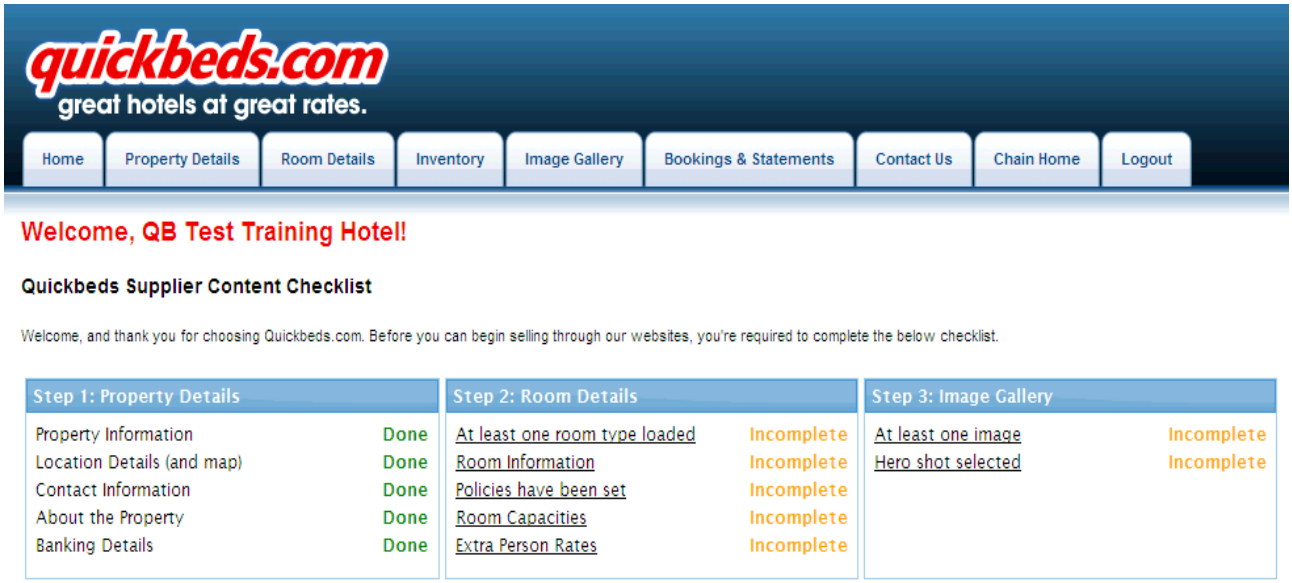

Once you click Next you will be taken to the page below.



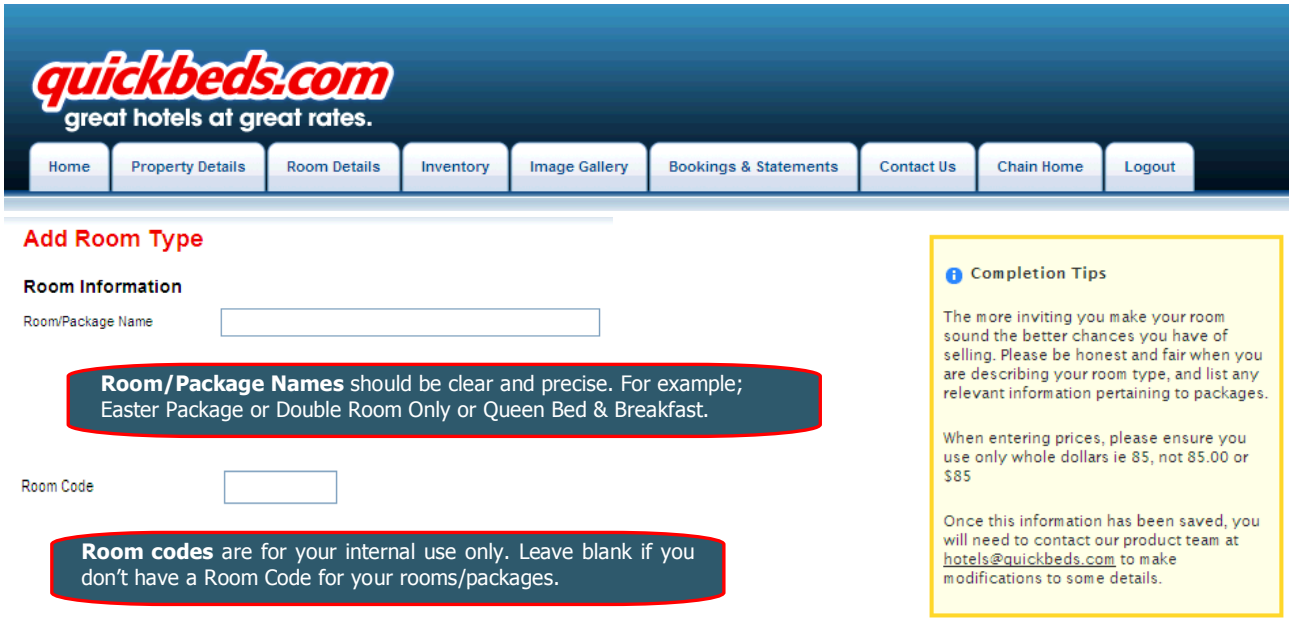

**Tip**
Username's and Password's are case sensitive, choose relevant logins. It is also advisable to change these on a regular basis and immediately after any staff member leaves who has had access to the listing. This will provide you with greater security. Ensure you keep a copy of your unique Username & Password in a safe place.

# Step 2 – Room Details

Once you click 'Save Changes Now' you will be redirected to the Home Page and able to continue on to Step 2. Click the links showing **Incomplete** to finalise each section.



## Add Room Type:




**Room/Package Names** should be clear and precise. For example; Easter Package or Double Room Only or Queen Bed & Breakfast.

**Room codes** are for your internal use only. Leave blank if you don't have a Room Code for your rooms/packages.

**Full (Rack) Rate** should always be the highest rate you charge for the room type. This rate must **ALWAYS** be higher than the sell rate.

The **description of the room** should include bedding type, views, location within the property, the type of décor (modern or country chic etc.) Also any facilities in the room not included in the tick boxes below e.g. Games Consoles, LCD TV's.

Here you may choose the **minimum nights** you require the guest to stay. Please keep in mind there is only one minimum night policy for each room type.

You are now able to select a different **Cancellation Policy** for each room type listed. Select from the drop down box.

***PLEASE NOTE OUR SYSTEM PICKS UP THIS CANCELLATION POLICY ONLY. ANY TEXT INPUT USING ANOTHER FIELD WILL NOT BE VALIDATED UNDER THE CANCELLATION POLICY SECTION ON THE GUEST CONFIRMATION. ONLY THIS CANCELLATION POLICY WILL BE DEEMED AS VALID.***

When you choose a Cancellation Policy from the drop down box an **Automatic Description** will appear explaining exactly what your chosen cancellation means. You can change your choice from the drop down box until you find a policy that's description best suits your needs.

**Total room capacity** is the maximum number of guests able to be accommodated in this room type regardless of whether adults or children. Select number from drop down box. In this example we have chosen '4'

Guests included in price 2

**Guests included in price** refers to the rate you load on the inventory page as the base sell rate. In this example we have '2' guests included in the base sell rate.

Max number of **adults** 2 Extra adult rate (per night) 25 $AUD

**Max number of adults** refers to the most adults that can be accommodated in the room, in this example Guests included in price is 2 although the room can sleep 4 guests. Maximum number of adults is 4 so 2 we will require an extra charge in the **Extra adult rate (per night) space** in this example we are charging $25 per night per extra adult.
***Extra person charges must be included if applicable and at no time are guest to be charged direct.***

Max number of **children** 2 Extra child rate (per night) 25 $AUD

**Max number of children** refers to the most children that can be accommodated in the room in addition to adult/s, in this example Guests included in price is 2 although the room can sleep 4 guests. Maximum number of children is 2 so 2 will require and extra charge in the **Extra child rate (per night) space** in this example we are charging $25 per night per extra child. ***Extra person charges must be included if applicable and at no time are guest to be charged direct.***

Baby cots allowed ☐ Cot fee (if applicable) $AUD

**Baby Cot allowed:** simply means if you provide a cot If yes tick the box and insert the fee in the **Cot fee** box. If no leave the boxes blank.

Automatic Description: Rates are for 2 people. Extra adults $25 per night. Extra children $25 per night. The room caters for a maximum of 2 adults and a maximum of 2 children, but cannot exceed 4 guests in total.

Once you have completed the number of guests and any additional charges an **Automatic Description** will appear. Please read this carefully to ensure it reflects how you wish the guest charges to be set up.

**Bedding Configurations**

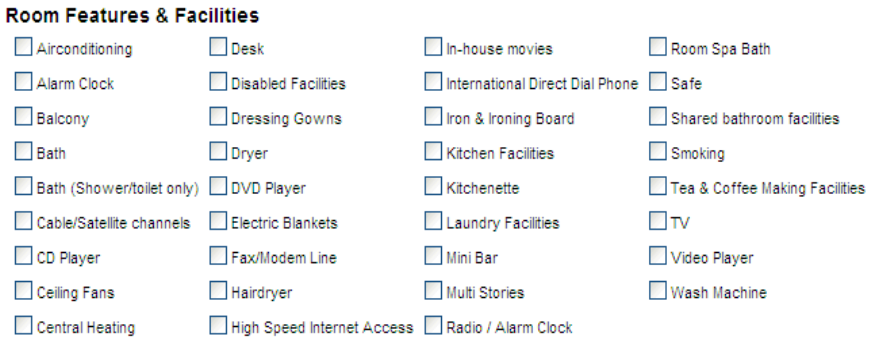
| Icon | Available | Bedding Description |
|---|---|---|
| | ☐ | 1 single |
| | ☐ | 1 double |
| | ☐ | 2 singles |
| | ☐ | 1 single + 1 double |
| | ☑ | 2 doubles |
| | ☐ | 3 singles |
| | ☑ | 2 singles + 1 double |
| | ☐ | 1 single + 2 doubles |
| | ☐ | 3 doubles |
| | ☐ | 4 singles |
| | ☐ | 3 singles + 1 double |
| | ☐ | 2 singles + 2 doubles |
| | ☐ | 1 single + 3 doubles |
| | ☐ | 4 doubles |

**Bedding Configurations** refers to the types of beds available. In our example for 4 guests we are showing that we have the ability to accommodate the guests in rooms with 2 double beds or rooms with 2 singles & 1 double bed, by ticking the relevant boxes. In this example the bedding will be on request to the consumer. Please consider loading a second room type to alleviate this issue for consumers. The yellow box below advises you have the option to change the default names. For example you can change 2 double to 2 queens simply by typing over the text.

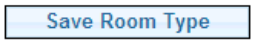
**Bedding Configurations**

Please only select the bedding configurations you offer on this room type.

Note that you can change the description from the default that we have provided. For example you may want to rename "double" to "king", or a "single" to "roll away".



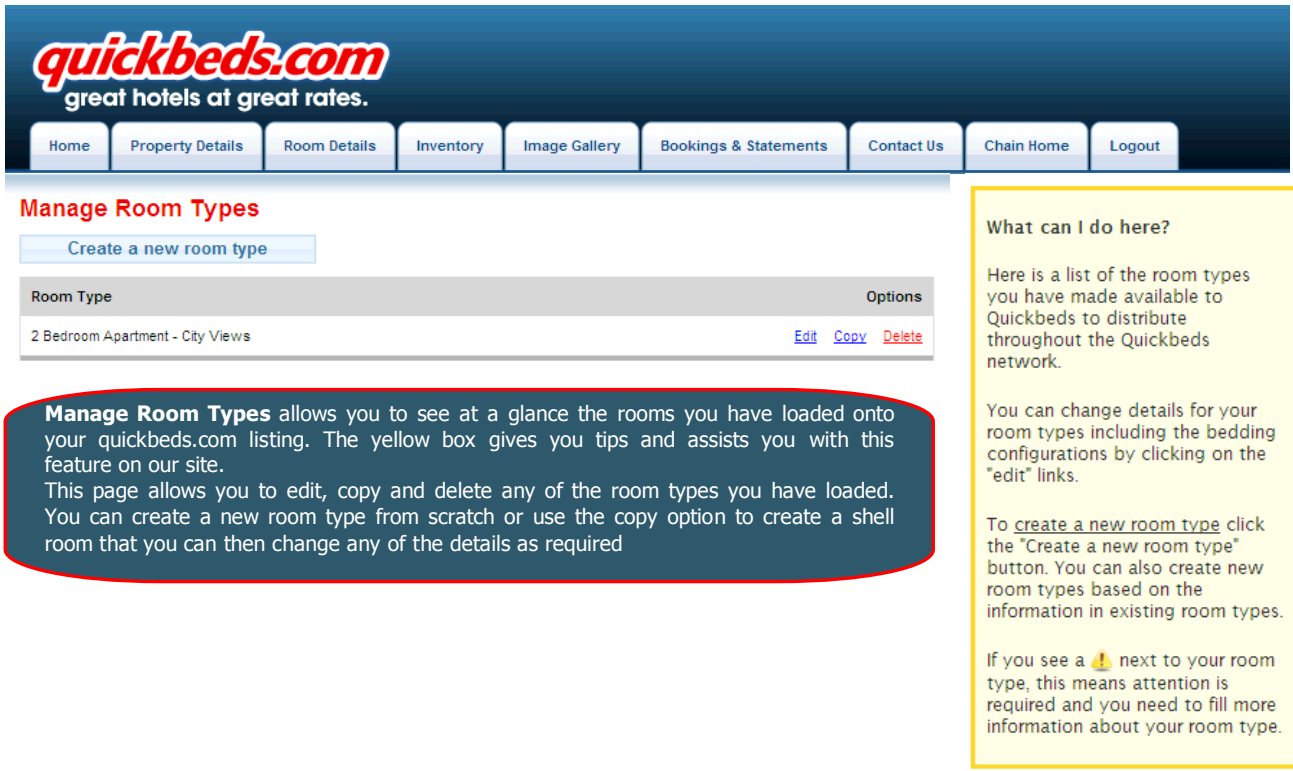

Tick any of the **Room Features & Facilities** you have at your property. Any additional facilities not listed can be added in the Room Description box above.




Finally click the **Save Room Type** button.

## Manage Room Types:

Once you click the Save Room Type button you will be taken to the Manage Room Types page.



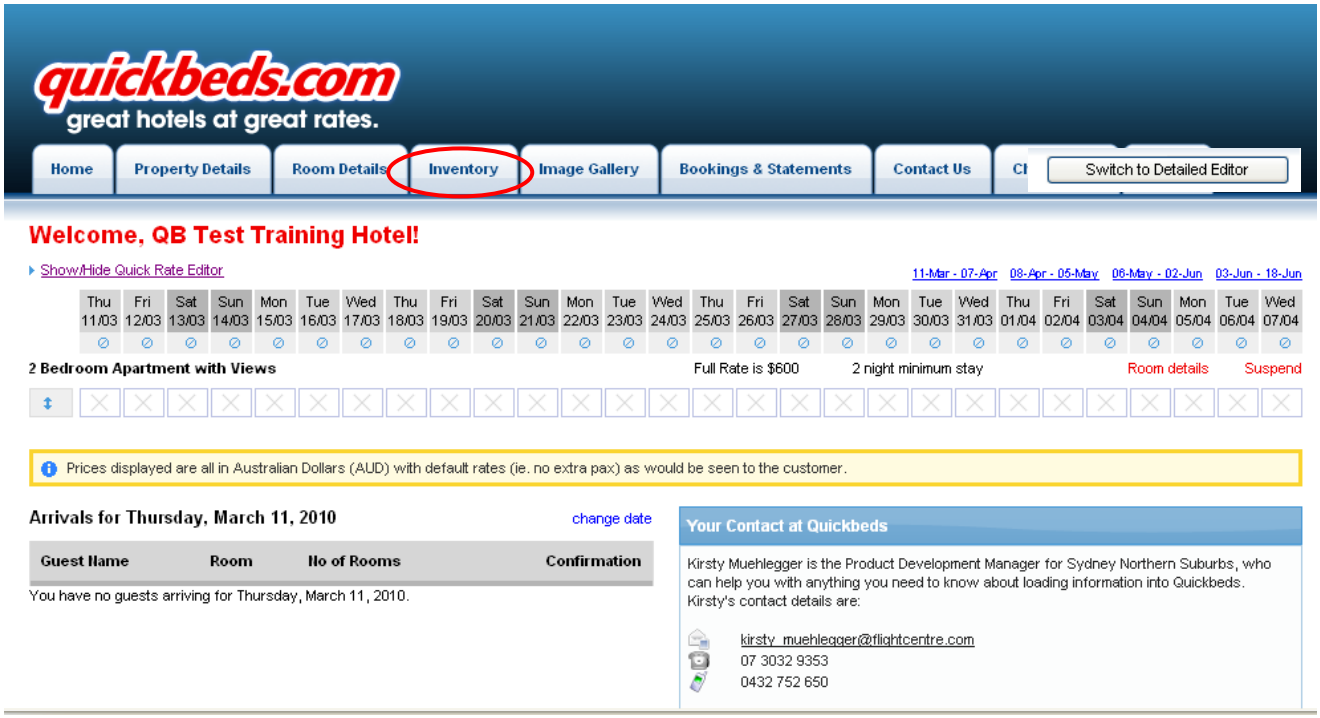

**Manage Room Types** allows you to see at a glance the rooms you have loaded onto your quickbeds.com listing. The yellow box gives you tips and assists you with this feature on our site.
This page allows you to edit, copy and delete any of the room types you have loaded. You can create a new room type from scratch or use the copy option to create a shell room that you can then change any of the details as required

## Inventory:

Once you have loaded at least one room type, click the Inventory tab (circled below)
NB. For those properties that employ a third party channel management company, such as Siteminder, Channel Manger or Levart to manage your rates/allocations you are able to skip this step and go straight to Step 3. Image Gallery

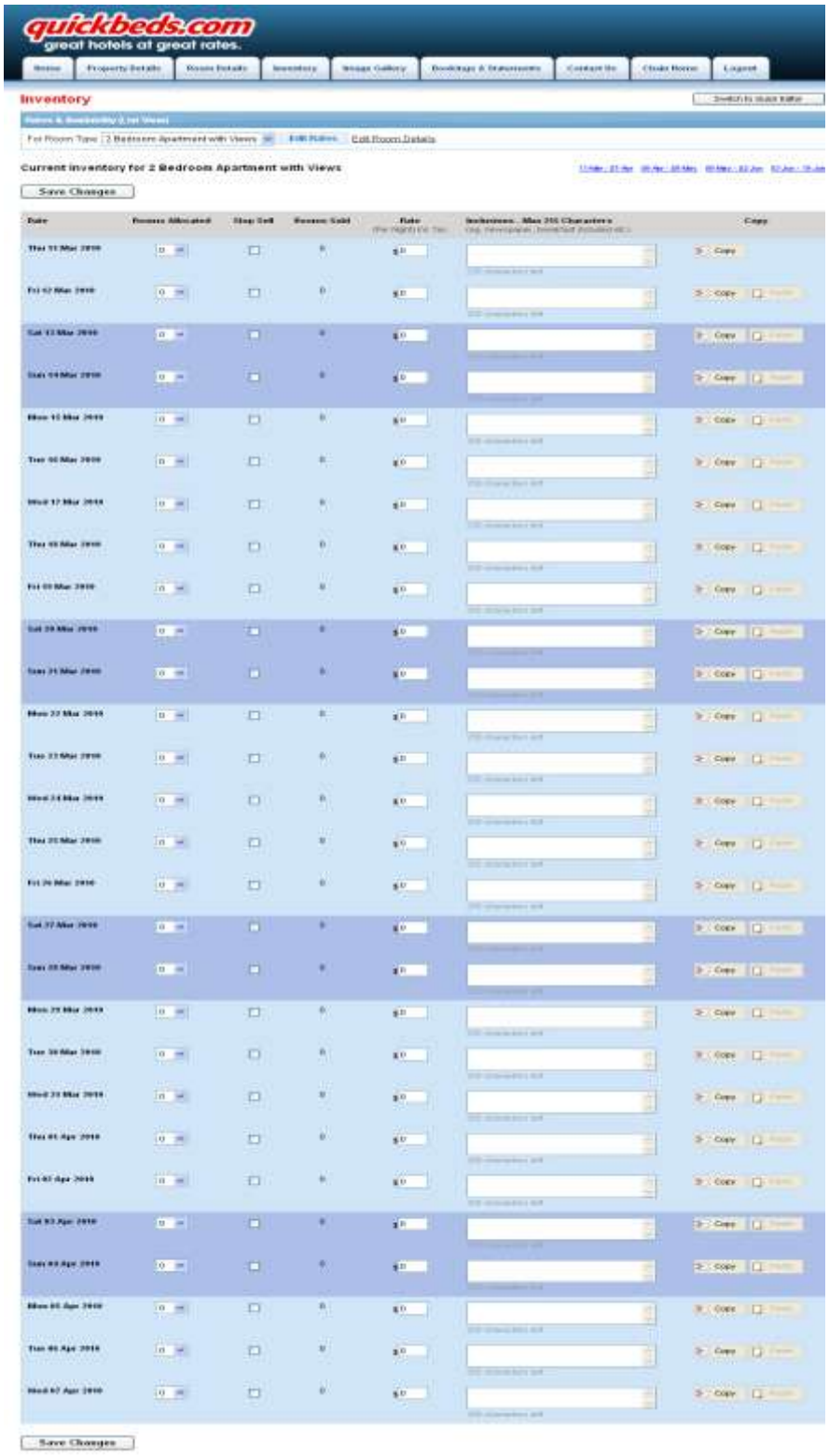
If you manage your rates/allocations yourself there are now three (3) user friendly ways in which to load them onto your listing;

- Detailed Editor
- Singular Date Editor
- Quick Rate Editor

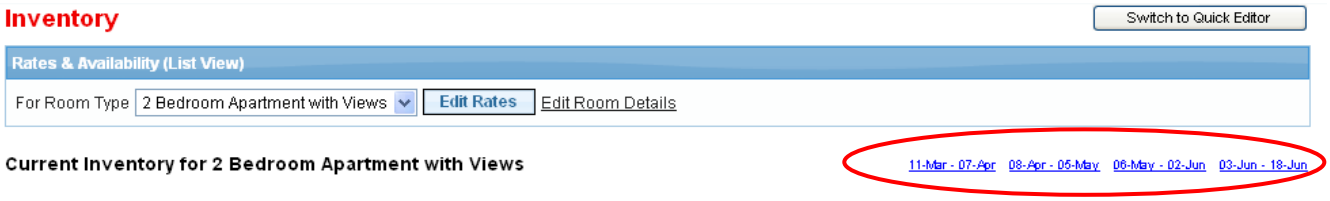



**Most of this information is provided to customers**, please ensure that all details are entered as clearly and completely as possible in consumer-friendly language. Once you finish loading your Allotment and Rates, your Property automatically goes live and customers can start booking!

**1**. **Click Switch to Detailed Editor** The following page will appear:



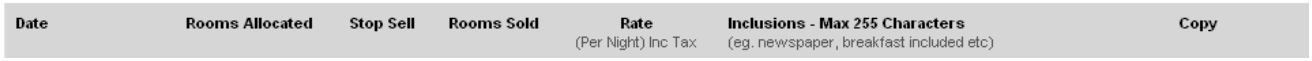
## a. Adding Rates & Allotments




The top of the inventory page will show the first room type you listed and has a drop down box from which you can select any additional room types loaded. You can click to Edit Room Details if you should wish to change any of the details explained in pages 13, 14 & 15 of this manual. This includes Full (rack) rate, number of guests, cancellation policy etc.

Circled above are the new calendar options allowing you to load rates and allocations up to 99 days in advance. Simply click on the blue dates to be taken to the relevant calendar.

### Columns




Date: Is the default calendar for the next 28 days.

Rooms Allocated: Is where you input the number of that type of room you wish to allot to quickbeds.com. These rooms will be available for instant booking and confirmation through quickbeds.com, flightcentre.com and affiliate websites. Ensure you provide enough allocation for us however keep in mind that our bookings are live and instantaneous, i.e. not on request.

Stop Sell: Here you can click on the tick box of any date showing that you wish to not have the room available for sale.

Rooms Sold: Here you can see how many of the allocations you provided have been sold.

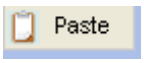
Rate: Here you load the rates you wish to sell the room for. These are the rates paid by the consumer, the gross rates prior to commission.

Inclusions: Max 255 Characters: This information is shown to the consumer in a hover box as they search your listing. You have 255 characters to tell them about the room, any breakfasts, views or other inclusions. This is an opportunity to sell your room.

## b. Copy & Paste Function

You can input allocations, rates and inclusions on any date line, then click the

button.

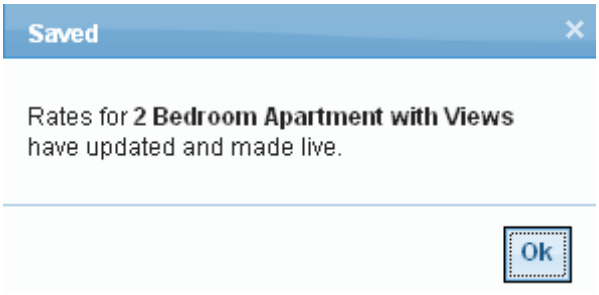
This will then allow you to click the 

button on any date line to paste the information.

### c. Saving Changes

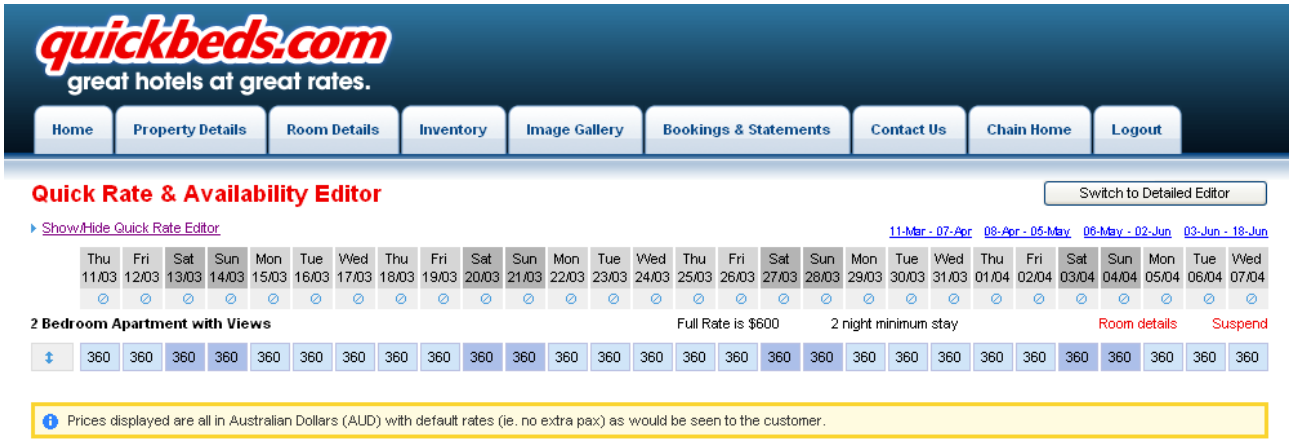
There are two Save Changes buttons located on this page, one at the top, one at the bottom, please be sure to click the Save Changes button to update your changes instantly.

Once you have clicked save changes the below pop up box will appear confirming the room type and that changes have been updated. You are required to click Ok to continue.




### 2. Click switch to Quick Editor

The page is set out as follows showing the room type and rates in a snap shot as below:




This rate editor option has been provided for you to manage individual days only. Once again the option to load up to 99 days in advance is available. This is however, the least efficient way to load full availability and rates for the 99 days.

Click on any day showing and a pop up box appears: our example is for 30 Mar 2010.

### a. Amend Quick Rate Editor

This pop up allows you to edit the rate, allocations, inclusions or stop sell for just this one day. The drop down box allows the allocation changes and simply type over rate or inclusions to change the text. Click the tick box if you wish to Stop Sell.

For the example the allocation has been updated to '4'.

Once satisfied with details you have entered click: Update

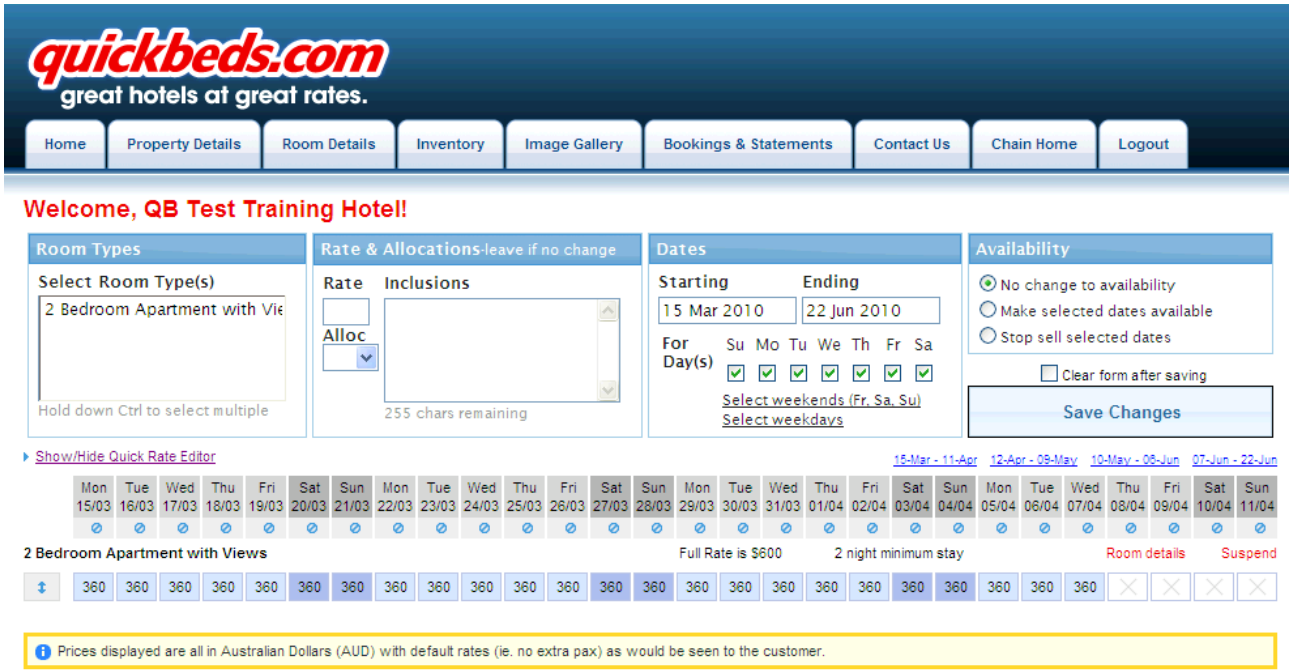
The hover box for 30 March 2010, will now display the updated allocations: **'4 rooms allocated'**

## 3. Click Hide/Show Quick Rate Editor

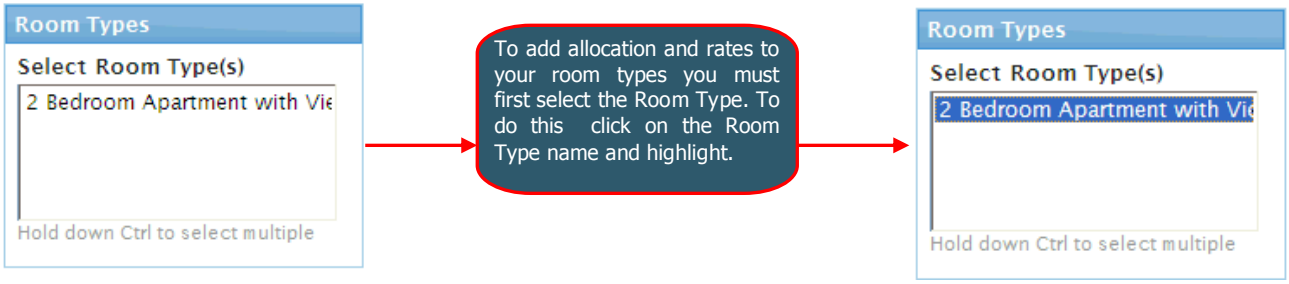
### a. Opening Rate Editor

Click the Show/Hide Rate Editor (circled in red as shown below) to open the full Quick Rate Editor page

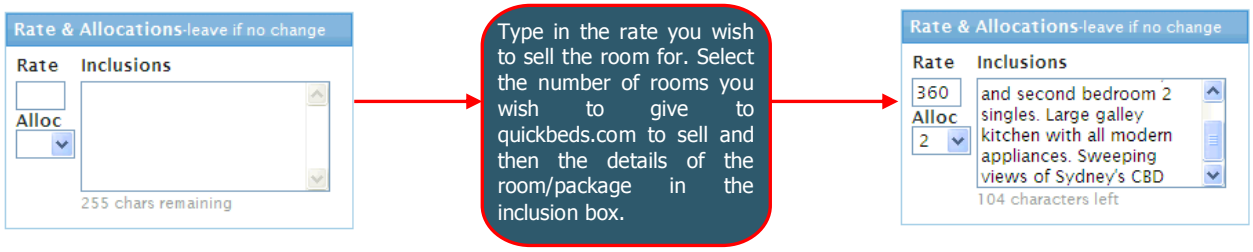
Full Quick Rate Editor page:



## b. Room Types:

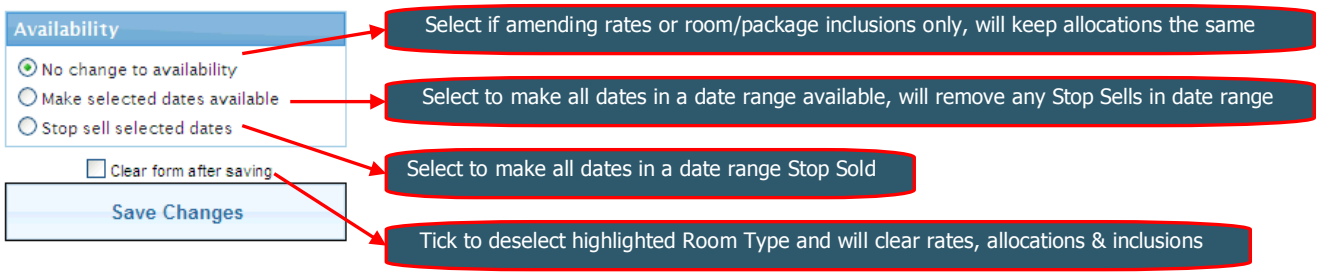



## c. Rates & Allocations:




## d. Dates:

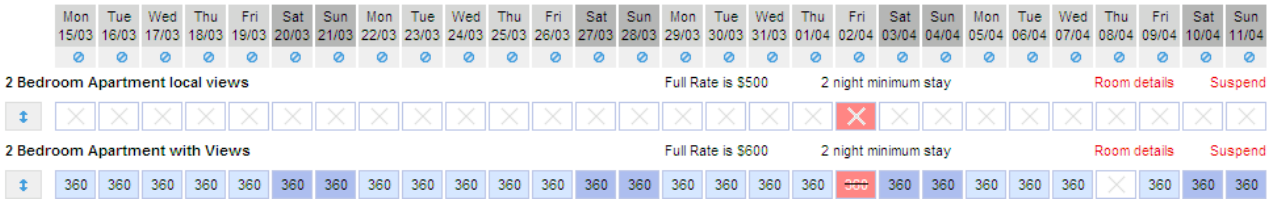
## e. Availability:



## Stop Sell:

Just as there are options for adding or amending Rates and Allocations, there are also options for applying 'Stop Sell' to rooms/packages.

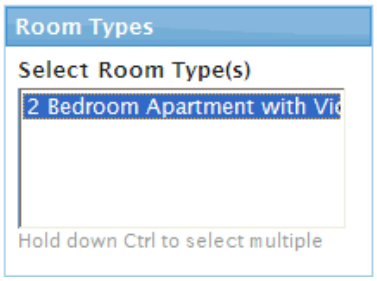
As previously mentioned you can choose the Quick Rate Editor (Page 20) or click on the ⊘ symbol below each date you wish to Stop Sell. In our example we have applied Stop Sell to 02 April 2010 as shown:



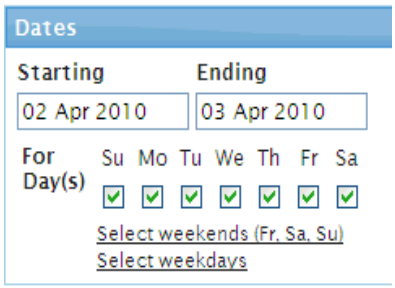

All room types loaded are now 'Stop Sell' for the date selected.

If you wish to Stop Sell a particular room/package:

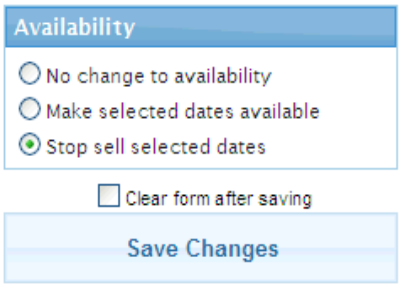
1. Highlight the room type




2. Select the date to Stop Sell

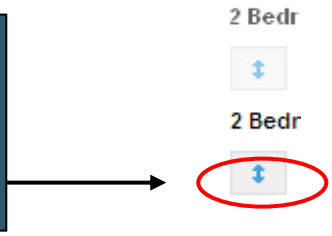



3. Click 'Stop sell selected dates'




Click:


**Tip**
You can now change the order in which your rooms appear by simply clicking the arrow that appears at the beginning of each room type line and dragging to the position you would like it to be displayed



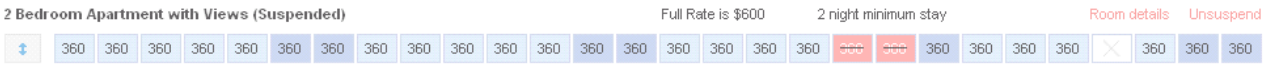

**Tip**
To ensure the 'Stop Sell' option isn't applied in error it is advisable to first load all rates and availability then activate 'Stop Sell' as required.

## Suspend:

If you should have rooms/packages that you have loaded to use occasionally, this maybe a seasonal room type or an event room type you can 'Suspend' from the listing. This enables you to keep it on the system rather than delete and have to reload at a later date.

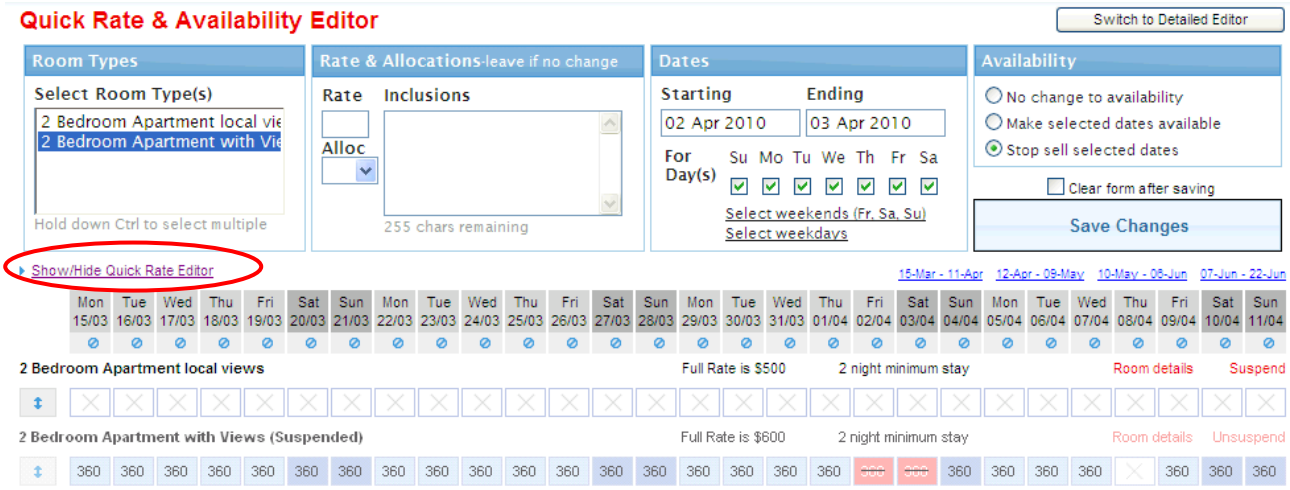
Each room type shows the Suspend option (circled above). Simply click: Suspend

In our example we have Suspended the '2 Bedroom Apartment local views' and it will now show as below:

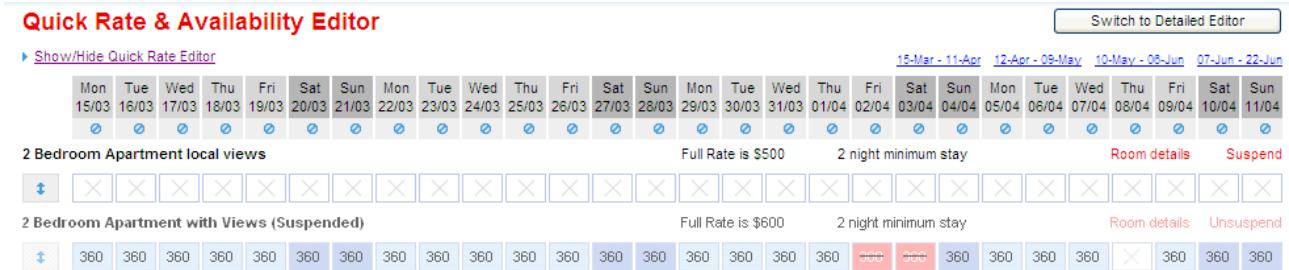



The text colour is now washed out and the word 'Suspend' has changed to 'Unsuspend'. To reactivate simply click Unsuspend

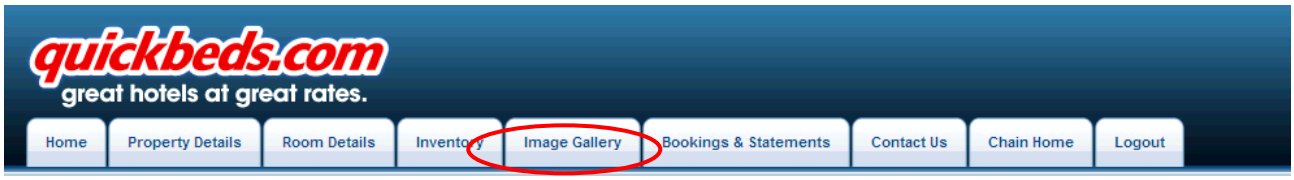
Once you have finished with the Rate & Availability Editor you can close this to return to your listing 'snapshot'. Simply click Show/Hide Quick Rate Editor (circled below)




Listing snapshot is revealed:



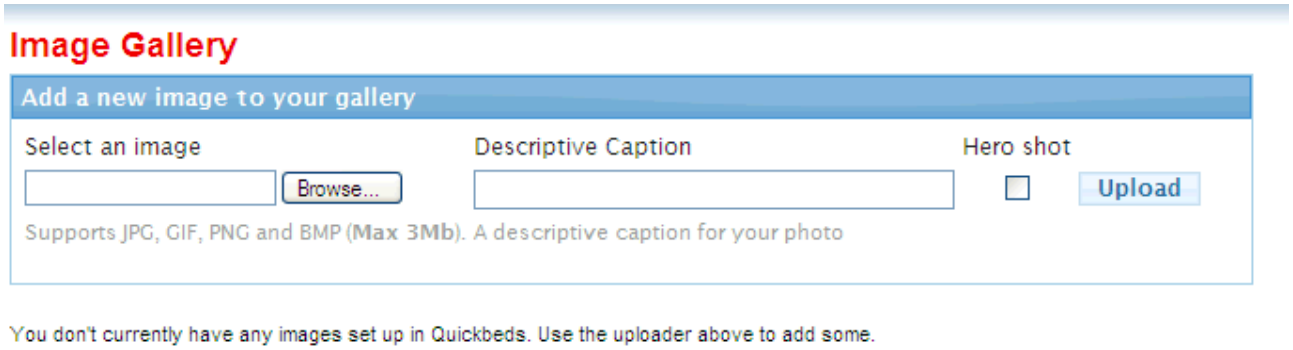
# Step 3 – Image Gallery



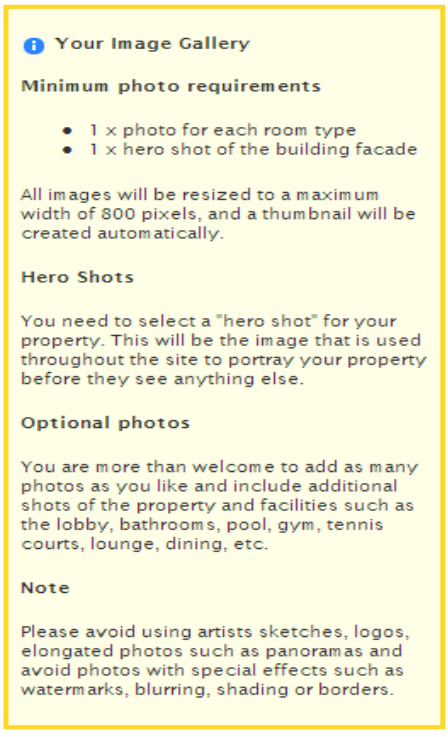

**Load Images:**

Select the Image Gallery tab. This section contains all photos of your Property.

"A picture is worth 1,000 words" is a cliché, but it is still quite valid. Having great descriptions definitely helps, but nothing beats a collection of professionally-shot photos of your Property.




Along with the gallery a yellow help box will appear giving you the details and options.

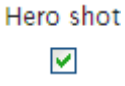



To load images:

1. Using the "Browse…" button select the file on your computer where you store your property photos
2. Double click the image you wish to upload.
3. Enter a concise description (e.g. Standard room).
4. Click "Upload Image" and you're done!

**Hero Shot:**

You are required to select a 'Hero Shot' to complete this section. This image that best represents your property. To select your 'Hero Shot' simply click the tick box:




Be sure to click Upload after each image selection. Your hero shot will be used in any future marketing we may do on your behalf e.g. Home Page Deals or Enewsletters.

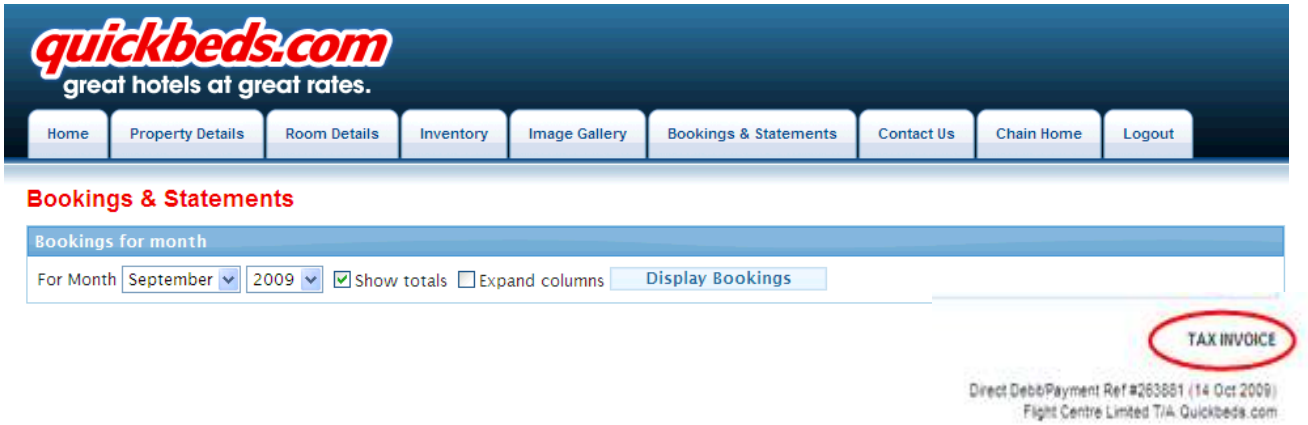
***Your listing is now complete and ready for bookings.***

## Bookings/Statements:

In addition to the tabs we have covered so far we are able to provide you with some additional features online. Logging into your listing also allows you to check your bookings and statements. All remittance information is available in your listing. To access simply select the Bookings/Statements tab:

Once the page is displayed, click the relevant month you wish to show from the drop down box. It is possible to go back as far as 2007.

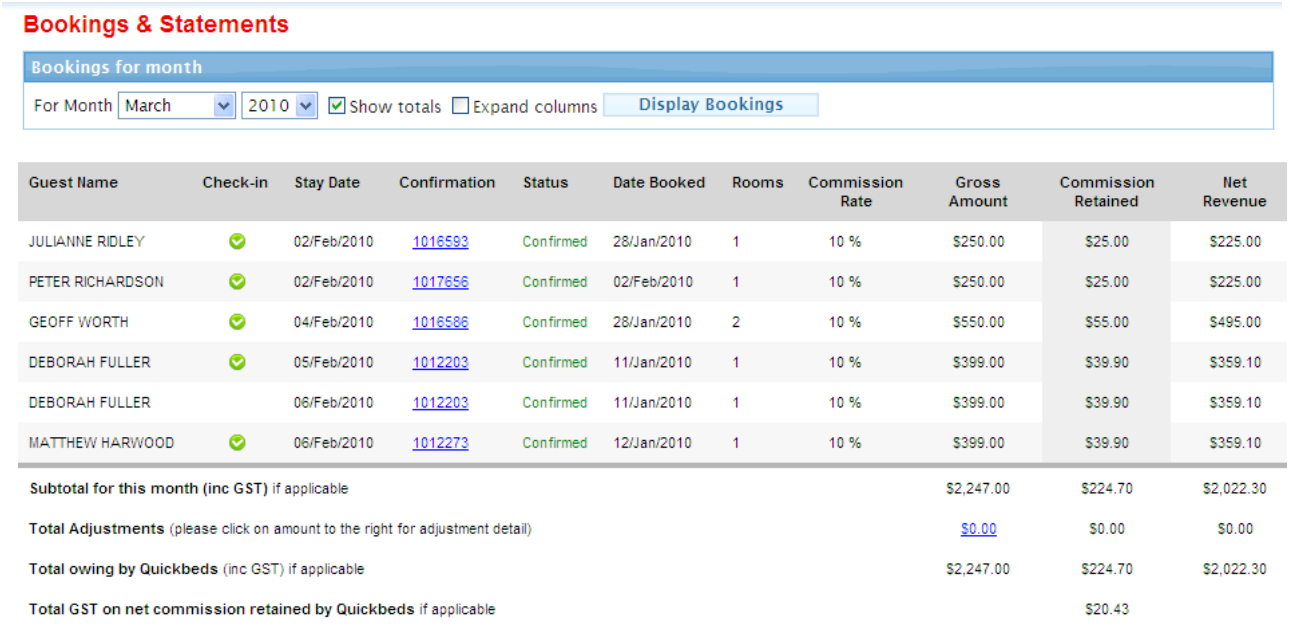
In our example we have selected September 2009 for a Test Hotel:




| Guest Name | Check-in | Stay Date | Confirmation | Status | Date Booked | Rooms | Commission Rate | Gross Amount | Commission Retained | Net Revenue |
|---|---|---|---|---|---|---|---|---|---|---|
| MRS.KAYE DEVEREUX | ✓ | 07/Sep/2009 | 973488 | Confirmed | 26/Aug/2009 | 1 | 10 % | $160.00 | $16.00 | $144.00 |
| MRS.KAYE DEVEREUX | | 08/Sep/2009 | 973488 | Confirmed | 26/Aug/2009 | 1 | 10 % | $160.00 | $16.00 | $144.00 |
| MRS.KAYE DEVEREUX | | 09/Sep/2009 | 973488 | Confirmed | 26/Aug/2009 | 1 | 10 % | $160.00 | $16.00 | $144.00 |
| **Subtotal for this month (inc GST)** if applicable | | | | | | | | $480.00 | $48.00 | $432.00 |
| **Total Adjustments** (please click on amount to the right for adjustment detail) | | | | | | | | $0.00 | $0.00 | $0.00 |
| **Total owing by Quickbeds** (inc GST) if applicable | | | | | | | | $480.00 | $48.00 | $432.00 |
| **Total GST on net commission retained by Quickbeds** if applicable | | | | | | | | | $4.36 | |

A breakdown is provided of the gross amount, the commission held and the nett amount paid to your property via direct credit. Please check in Property Details; Banking tab that your details are up to date.

Any month that is current will display as a running total without the Tax Invoice information as below;



**Bookings & Statements**

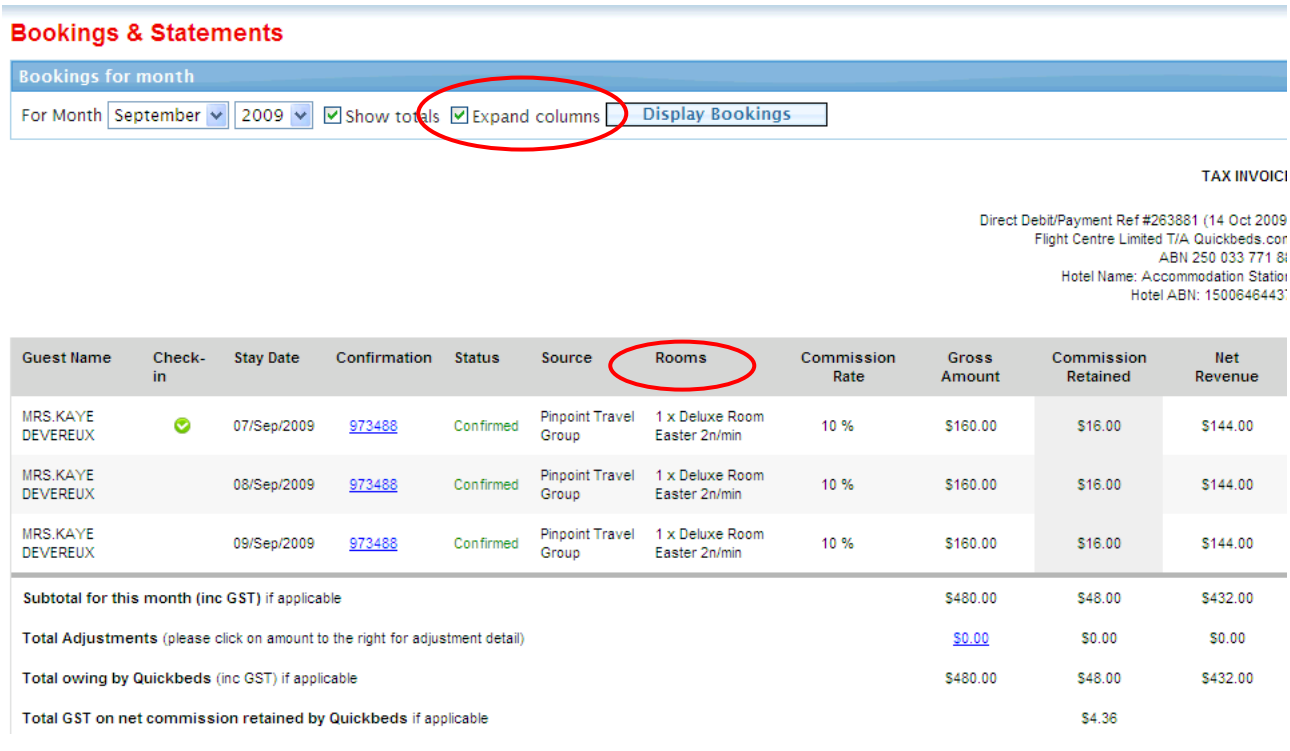
Bookings for month

For Month March 2010 ☑ Show totals ☐ Expand columns Display Bookings

| Guest Name | Check-in | Stay Date | Confirmation | Status | Date Booked | Rooms | Commission Rate | Gross Amount | Commission Retained | Net Revenue |
|---|---|---|---|---|---|---|---|---|---|---|
| JULIANNE RIDLEY | ✓ | 02/Feb/2010 | 1016593 | Confirmed | 28/Jan/2010 | 1 | 10 % | $250.00 | $25.00 | $225.00 |
| PETER RICHARDSON | ✓ | 02/Feb/2010 | 1017656 | Confirmed | 02/Feb/2010 | 1 | 10 % | $250.00 | $25.00 | $225.00 |
| GEOFF WORTH | ✓ | 04/Feb/2010 | 1016586 | Confirmed | 28/Jan/2010 | 2 | 10 % | $550.00 | $55.00 | $495.00 |
| DEBORAH FULLER | ✓ | 05/Feb/2010 | 1012203 | Confirmed | 11/Jan/2010 | 1 | 10 % | $399.00 | $39.90 | $359.10 |
| DEBORAH FULLER | | 06/Feb/2010 | 1012203 | Confirmed | 11/Jan/2010 | 1 | 10 % | $399.00 | $39.90 | $359.10 |
| MATTHEW HARWOOD | ✓ | 06/Feb/2010 | 1012273 | Confirmed | 12/Jan/2010 | 1 | 10 % | $399.00 | $39.90 | $359.10 |
| **Subtotal for this month (inc GST)** if applicable | | | | | | | | $2,247.00 | $224.70 | $2,022.30 |
| **Total Adjustments** (please click on amount to the right for adjustment detail) | | | | | | | | $0.00 | $0.00 | $0.00 |
| **Total owing by Quickbeds** (inc GST) if applicable | | | | | | | | $2,247.00 | $224.70 | $2,022.30 |
| **Total GST on net commission retained by Quickbeds** if applicable | | | | | | | | | $20.43 | |

Only once payment is made will the statement become a Tax Invoice. This is a very useful tool for reconciling your accounts and checking arrivals.

An additional feature is the ☐ Expand columns option. This allows you to see what room type was booked by any guests. This feature can assist with inventory requirements.



**Bookings & Statements**

Bookings for month

For Month September 2009 ☑ Show totals ☑ Expand columns Display Bookings

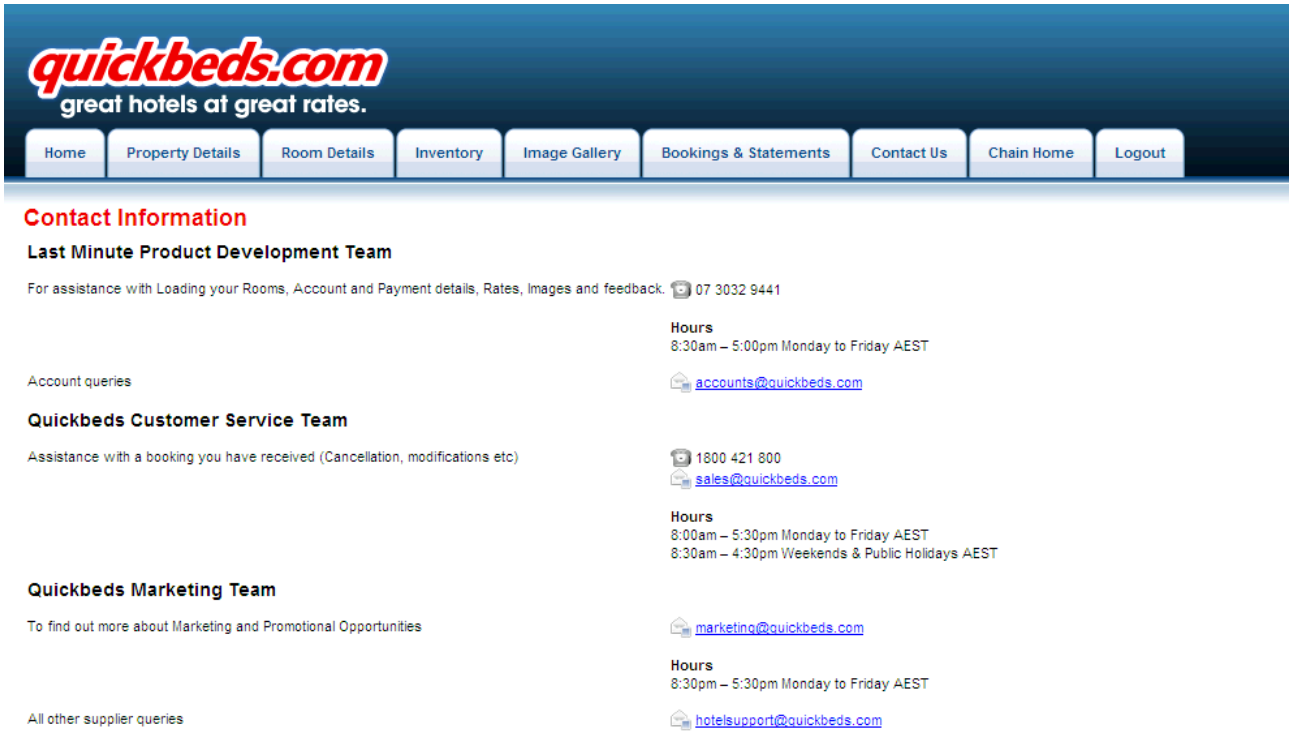
TAX INVOICE

Direct Debit/Payment Ref #263881 (14 Oct 2009
Flight Centre Limited T/A Quickbeds.cor
ABN 250 033 771 8
Hotel Name: Accommodation Statio
Hotel ABN: 1500646443

| Guest Name | Check-in | Stay Date | Confirmation | Status | Source | Rooms | Commission Rate | Gross Amount | Commission Retained | Net Revenue |
|---|---|---|---|---|---|---|---|---|---|---|
| MRS.KAYE DEVEREUX | ✓ | 07/Sep/2009 | 973488 | Confirmed | Pinpoint Travel Group | 1 x Deluxe Room Easter 2n/min | 10 % | $160.00 | $16.00 | $144.00 |
| MRS.KAYE DEVEREUX | | 08/Sep/2009 | 973488 | Confirmed | Pinpoint Travel Group | 1 x Deluxe Room Easter 2n/min | 10 % | $160.00 | $16.00 | $144.00 |
| MRS.KAYE DEVEREUX | | 09/Sep/2009 | 973488 | Confirmed | Pinpoint Travel Group | 1 x Deluxe Room Easter 2n/min | 10 % | $160.00 | $16.00 | $144.00 |
| **Subtotal for this month (inc GST)** if applicable | | | | | | | | $480.00 | $48.00 | $432.00 |
| **Total Adjustments** (please click on amount to the right for adjustment detail) | | | | | | | | $0.00 | $0.00 | $0.00 |
| **Total owing by Quickbeds** (inc GST) if applicable | | | | | | | | $480.00 | $48.00 | $432.00 |
| **Total GST on net commission retained by Quickbeds** if applicable | | | | | | | | | $4.36 | |

## Contact Us:

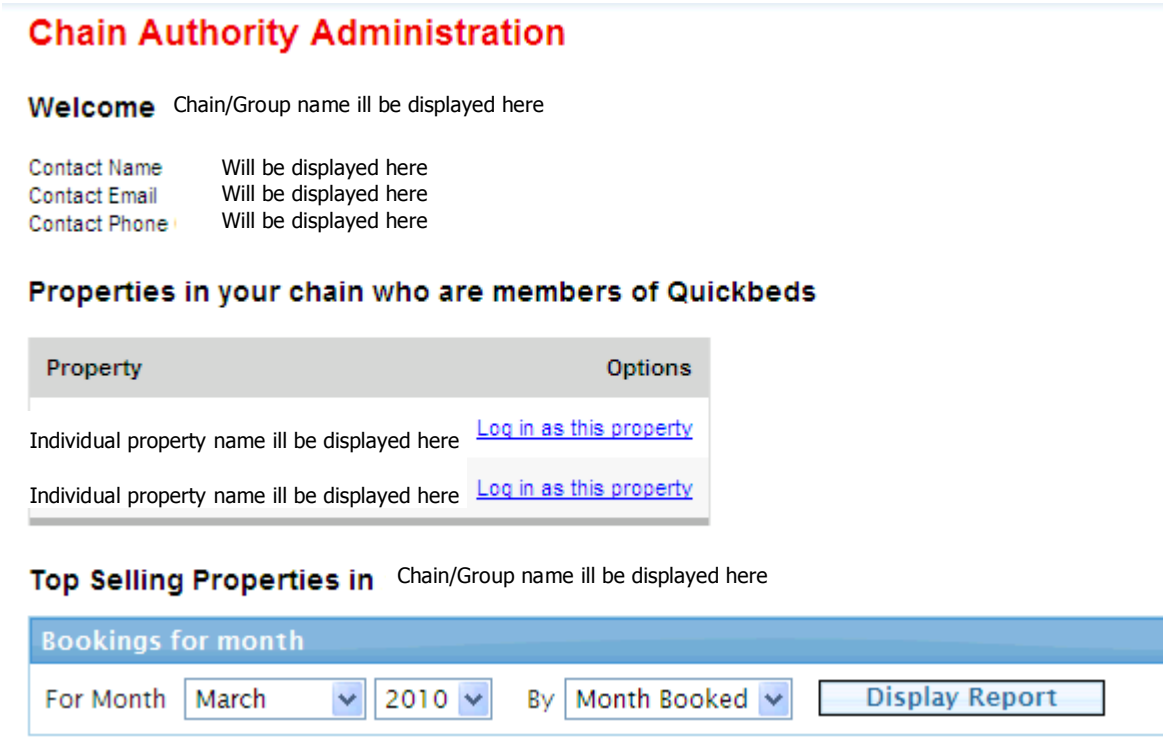
Provides you with the details of your Product Team, Customer Service Team & Marketing Team;




## Chain Login:

If you are part of a chain and are authorized to login to the chain listing select Chain/Group Login on the sign in page:

Once logged in the following page will be displayed:



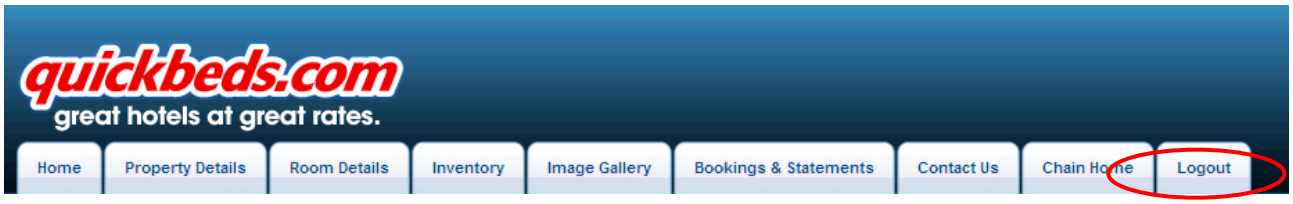

You will now be able to generate a report showing your top selling properties by selecting the month, year, Month Booked or Month Stayed.

The report will provide:

Rank – this is listing by number the highest to lowest ranking properties by sales
Revenue – the dollar value of sales
Rooms – the number of rooms booked by that property for the corresponding month

## Logout:

When you have completed your session on your listing please select the Logout button to finish.



# GLOSSARY OF TERMS

| | |
|---|---|
| Quick Rate Editor | A snapshot of your rates and allocations whereby you can update & amend from the home page |
| Exclusive | In this situation we use the word 'exclusive' in regard to marketing criteria. To be exclusive a room type, package or rate is not available on any other site. |
| Parity | Equality of prices of goods, as amount |
| Allocation | The number of rooms/packages you provide to Quickbeds |
| Availability | The number of rooms/packages you have available to sell |
| Rate Rate | Refers to the highest rate you would sell a room type |
| Sell Rate | This is the rate that the consumer pays for the room |
| Hover Box | Refers to a box containing information, that appears when a user moves or "hovers" the cursor over a particular area |
| Channel Manager | Is a company that have created programs whereby you can load your allocations and rates onto their site and they instantaneously feed these out to a number of 3rd party sites such as Quickbeds.com once you are listed with the 3rd party sites. |
| Stop Sell | This is when a property removes the allocations for a particular day or dates from being available for sale. |
| Suspend | This is the temporary removal of a room/package type from your listing. When you suspend a room/package it wont be able to be seen by the consumer and wont be able to be updated until Unsuspended. |
| Unsuspend | This is when you remove the Suspend status from a room/package type by clicking Unsuspend on the listing. This will make the room available again and will require immediate updating to ensure the rates and allocations are correct. |
| Chain/Group | This refers to any head office or group of hotels for example, Budget Chain, Accor Hotels etc |
| Room Code | In regard to this site 'room code' is a term referring to a code that some properties give to rooms in their own computer systems when creating them. Room codes are used to link computer systems such as reservations systems to allocations. A room code for Queen Room with Breakfast might be QBFT for example. |
| Bedding Configuration | Refers to the number and types of beds in any room |
| GST | Is Goods and Services Tax that consumers pay to businesses who then pay to the tax department (10%) |
| Input Tax | You do not charge GST on input taxed supplies, as these are government-approved exemptions. No input tax credit is claimable for the purchase of goods or services needed to produce an input taxed supply. An example of an input taxed supply: Supplies (by lease or hire) of residential premises.<br><br>Please go to http://www.ato.gov.au/ for more information |

| | |
|---|---|
| Terms & Conditions | This the agreement in which you enter when you register your property on Quickbeds.com |
| Operations Manual | A complete step by step guide to loading your property on Quickbeds.com |
| Supplier E newsletter | An enewsletter is sent out monthly to our suppliers. The newsletter contains updates and useful information regarding marketing, tips on how to best use your listing and contact information. |
| Hero Shot | This is a term used to describe an image loaded on your site that is selected by you as the most iconic and best representation of your property. We use your hero shot in any marketing we may undertake. |
| Gross Rates | Are the rates before any deductions are made |
| Nett Rates | Are the rates after any deductions are made – in this case 10% commission off the gross rate gives you your nett rate. |

**Full Product Team Contact List:**

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